

STATE OF COLORADO

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# DEBT NET

DEPARTMENT OF ADMINISTRATION

• Central Collections Services •

DIVISION OF CENTRAL SERVICES

OCTOBER 1998

## CONGRATULATIONS!

Please join us in congratulating Ms. Karen Pistora in her new promotion to Office Supervisor! Karen has been with Central Collection Services for a number of years and is very knowledgeable. We feel she will be a great asset to our leadership team! Please feel free to call and talk with her on any concerns about procedures, policies, complaints, or just to say hello. **Welcome aboard Karen!**

## UPDATE

The search for a new and permanent Collections Manager is almost complete. The final interview is scheduled for October 8, 1998. We are excited to be coming to the end of this journey! We will keep you posted on the results.

There are some changes to the phone list. We have lost two of our temporary collectors and do not plan on having them replaced within the near future. Rest assured collections will not falter due to this loss!

## REMINDERS

Please be sure to check all acknowledgments for accuracy. If you see an account that doesn't belong to you, or an error on an account, please contact our office **ASAP**.

Because of month end occurring at the beginning of the month we are unable to load new work received. A suggestion to help with this problem is to submit new work mid-month.

To those clients whom we remit gross, when issuing the commission fee's back to us **PLEASE** be sure to put the month you are paying us for. This would aid us in our research.

Please be sure when submitting forms that you are submitting the correct forms for the appropriate job. Below are some examples;

- ▶ Pay directs are submitted on Pay Direct forms and not the Cancellation/Adjustment forms, and vice versa.
- ▶ Write offs are submitted in letter form and not on New Account Worksheets. The problem with using worksheets is that they may not be routed correctly and end up being entered onto the system and creating a duplicate account.